COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This instruction applies to all AFMC-owned/operated installations and organizations, AFMC-supported organizations. It contains guidelines and procedures for certifying personnel as Workgroup Managers.

1. Introduction: The objective of the Workgroup Management (WM) Network Professional Certification Program is to train and certify WM Professionals with standardized criteria. WM Network Professionals are appointed by letter and perform Workgroup Management functions at the desktop level. The WM network certification process ensures these network professionals maintain a demonstrable knowledge level and set of core skills across Air Force Materiel Command. The certification process outlines knowledge training, performance tasks, and evaluation requirements.

2. Roles and Responsibilities: The WM program encompasses a hierarchal level of responsibilities from the MAJCOM down to each unit WM. Success of the AFMC WM Network Certification program is contingent upon the effective leadership and commitment at each level. Commanders, Network Training Centers (NTC), Base Network Control Centers (NCC), supervisors, the base functional managers and the WM all play important roles in this process.

2.1. MAJCOM Workgroup Management Program Manager (WMPM): Appointed by the MAJCOM 3A0X1 Functional Manager. Action officer responsible for planning, developing, implementing and monitoring communications and information requirements to support AFMC force structure management. Integrates WM throughout the command by working with the HQ USAF/CIO, AFCA/XPFF, HQ AFMC staff, field units and other MAJCOMs to leverage information technology, process reengineering, and standards for Operationalizing and Professionalizing the Network (OPTN). Additionally, he/she leads the HQ 3A WM Steering Committee (consists of one 3A0X1 from each directorate) to facilitate and coordinate WM work processes (i.e., continuity books, trouble ticket logs), and 3A utilization. Works directly with 3A0 Functional Managers to ensure the communications and information management structure and mission processes meet Air Expeditionary Force requirements. Monitors training and utilization of command workgroup managers to support worldwide requirements.

2.2. Base WMPM: Appointed by the base 3A0X1 Functional Manager (can be the base FM) in writing and forwarded to the MAJCOM WMPM. Responsible for implementing and monitoring communications and information requirements to support the WM function. Interfaces with the HQ WMPM to ensure OPTN policy and training objectives are integrated throughout the base. Additionally, he/she leads the base 3A WM Steering Committee (consists of one 3A0X1 from each organization) to facilitate and coordinate WM work processes (i.e., continuity books, trouble ticket logs) and 3A utilization. Works directly with the base 3A0X1 Functional Managers to ensure the communications and information management structure and mission processes meet Air Expeditionary Force requirements and provides WM technical training when required.

2.3. Base NTC: The NTC is responsible for providing training and tools to facilitate position qualification/licensing to network professionals and is a key facility in the success of the One Air Force, One Network initiative. NTCs must use The Air Force Workgroup Management Exportable Course, available on the Air Force Information Management and Postal website at **https://www.afca.scott.af.mil/** imweb/, as the primary training package. The NTC should tailor the course to meet any special local requirements. NTC instructors will certify trainee OJT records for any training provided by NTC instructors. The NTC is responsible for maintaining and administering crew position certification knowledge-based and evaluation testing. The NTC will edit course materials and tests as required by the base FM. The NTC will provide applicable reporting data to the base FM and publish a monthly training schedule. If 3As are not assigned the NCC, this responsibility falls on the base FM and WMPM.

2.4. Base NCC: Information Managers assigned to the NCC are responsible for implementing the Stan/Eval portion of this program. Additionally, WMs are an extension of the NCC and are located in every unit throughout the base. WMs can also be utilized on the NCC helpdesk at the discretion of the base communications squadron, group or Communications and Information directorate. If 3As are not assigned the NCC, this responsibility falls on the base FM and WMPM.

2.5. Base FM: Schedules in-residence training, ensures personnel enroll in the AF CBT program and monitors the overall 3A training program. Maintains and issues the WM certification card (signed by the base communications squadron commander) to newly certified WMs at base 3A quarterly meetings. The FM will author a base operating instruction (OI) that incorporates the AFMC WM certification policy. Base Functional Managers must coordinate on the Statement of Work for areas where the Network Control Center or Help Desk is contracted out.

2.6. Unit WM: WM Network Professionals will be Information Management (IM) (3A0X1) personnel when one is assigned. Unit Commanders appoint WM Network Professionals by letter (**Attachment 4**). When possible, a senior communications and information leader presents the WM with a WM Certification Card upon completion of all certification requirements. WMs provide front-line support to a functional community (e.g., work centers, flights, squadrons, or organizations) and provides the primary interface with the communications squadron. WMs must possess knowledge of hardware, software, and communications principles, and be able to install, configure, and operate client/server devices. They resolve day-to-day administrative and technical problems users experience. WMs contact their Functional System Administrator or NCC Helpdesk if they cannot resolve the problems experienced by their users.

2.7. Staff Support WM: This is a WM position where the 3A is responsible for WM as well as traditional IM functions. This allows us to take full advantage of the expertise of our people and do more with less in support of the Air Force mission. Our staff support personnel bring a variety of skills to

the table and WM is as much a part of their skill-set as records management or administrative communications. Most, if not all, staff-support 3As should be either primary or alternate WMs.

3. Training: Supervisors will use the Career Field Education and Training Plan (CFETP) and the Position Certification for Workgroup Managers (AFJQS 3A0X1-225D) to train network professionals. The AFJQS identifies core training requirements and position-specific training requirements. Bases will add locally unique training requirements to ensure position certification is comprehensive and meets mission needs using AF Form 797.

3.1. Procedures: Supervisors of network professionals will identify crew position trainees and IM personnel postured in a Unit Type Code (UTC) 6KTDO, Workgroup Management and 6KAAE, Staff Support. Training requirements will be identified using the AFJQS 3A0X1-225D and AF Form 797. Supervisors will evaluate the training records of newly assigned personnel to ascertain previous certifications. Those individuals not certified at their previous base or command will be entered into the certification track. Those assigned to a new position, who received certification in a previous position, must complete any additional or updated certification requirements, to include any local requirements, for the new position and perform steps outlined for recertification in **paragraph 6.**.

3.1.1. Unit commanders will ensure adherence of prescribed directives for the WM program. Commanders will appoint at least one primary WM to support 30 to 40 workstations when the appointee is performing as a Staff Support WM; 60 or more workstations if the appointee's primary WM. Alternate WMs are highly encouraged and are appointed based on the needs of the unit.

3.1.2. Supervisors will maintain training records on all individuals serving as WM network professionals, regardless of rank. Supervisors will monitor progress of the individual using the AFJQS and AF Form 797. Certificates will be maintained in the individual's training records. Supervisors will notify the base WMPM 60 days prior to the movement or PCS assignment of their unit WM.

3.1.3. DoD civilians should follow local civilian personnel flight (CPF) procedures, such as completing a DD Form 1556, **Request, Authorization, Agreement, Certification of Training, and Reimbursement**, prior to starting position certification training. The final position certificate will be submitted by the CPF to the Air Force Personnel Center for inclusion in the civilian's personnel record. Additionally, a copy will be placed in the supervisor's record (AF Form 971, **Supervisor's Employee Brief**).

3.2. Training Requirements: Initial Qualification Training (IQT) and Mission Qualification Training (MQT) requirements are outlined in the AFJQS. IQT are core-training requirements that provide the basic knowledge and skills necessary to work any network professional crew position. MQT is position-specific training required to perform a specific network position. Supervisors and trainers will ensure trainees accomplish all IQT requirements before starting MQT requirements.

3.2.1. Core-Training: Trainers will plan and conduct core training in accordance with AFI 36-2201, *Developing, Managing, and Conducting Training.* Upon completion of the training, supervisors will certify tasks in the trainees training record. Task certifiers will certify all core tasks and annotate them on the training record.

3.2.2. WM Formal Training Course: The base communications squadron, group or communications and information directorate are responsible for executing the WM formal training course.

WM base Formal Training is mandatory training dictating "Formal Hands-On Training (Classroom)" requirements specified in the AFJQS. Trainees must complete Computer Based Training (CBT) listed in **Attachment 1**. WM formal training is not mandatory for individuals who provide documentation showing successful completion of WM formal training from another MAJCOM or commercial certification (i.e., Comptia A+).

3.2.3. WM Knowledge-Based Test: Knowledge-based testing is conducted after successful completion of a WM Formal Training Course. Trainees or WMs previously certified from other MAJCOMs must take and pass the WM Knowledge-Based Test. Successful completion of knowledge-based testing is a prerequisite to standardized evaluation.

3.2.3.1. The WM Knowledge Based Test will be created, maintained, and administered by the base Network Training Center (NTC). Test questions will be taken directly from the course study material. The NTC will create a multiple choice exam with no less than thirty questions canvassing training requirements trained in the WM Formal Training Course, to include local training requirements. Test revision will be conducted at least annually or when course training material changes exceeds 25% of the curricula.

3.2.3.2. The NTC will ensure WMs have access to training material prior to testing, i.e., posting training materials on the base website. Individuals failing the knowledge based test must retest no later than one week from the last test date.

3.2.4. Position-Specific Training: Trainers will plan and conduct position-specific training in accordance with AFI 36-2201. Upon completion of the training, supervisors will verify tasks in the trainee's training record.

3.2.5. External Training: External WM training is commercial training such as COMPTIA A+ Certification and Microsoft Certified Systems Engineer, etc. Personnel who have attended commercial curricula, passed the associated certification test, and have been awarded official certification may receive credit toward applicable training requirements outlined in the CFETP and AFJQS. Trainees must provide the supervisor and the NTC with documentation showing successful completion of commercial curricula and the certification test.

3.2.5.1. Trainees who provide proof to the NTC of commercial training and certification that meet or exceed training requirements in the formal WM course are exempt from attending the formal WM course but must still take the knowledge test. Trainees who fail the knowledge test must attend the formal course before re-taking the knowledge test.

3.2.5.2. Trainees who have not attended associated commercial curricula, but pass and receive a commercial certification must also pass the knowledge test. Trainees in this category who fail the knowledge test must attend the formal course before re-taking the knowledge test.

3.2.5.3. Supervisors will refer to the Training Correlation Matrix spreadsheet at **https://wwwafca.scott.af.mil/imweb/**. The correlation matrix maps viable alternative training sources appropriate to satisfy the tasks identified in the Position Certification for WMs AFJQS against the tasks listed on the WM JQS.

3.2.6. **Computer Based Training (CBT):** Formal courses, external training, or CBTs may be used as training sources. CBT courses are available via the USAF CBT System-- **https://www.smartforce.com/learning_community/Custom/USAF/login.asp**. CBTs are a key training source to support WM OJT and should be used by workcenter supervisors to enhance the

scope/quality of training already available, reduce training costs, and provide training options not otherwise available. Instructor-led external training may be used in lieu of prescribed CBTs when the trainee receives a certification of completion for course accomplishment. For example, if a base or unit provides an instructor-led Introduction to Microsoft Word class, WMs who successfully complete the course do not have to complete the Intro to Microsoft Word CBT listed in block 3 of the "AFMC Workgroup Manager's Computer Based Training Blocks." Refer to the AFCA Training Correlation Matrix for other equivalent training sources. CBT completion requirements are listed in **Attachment 1** of this supplement.

3.2.7. Exceptions: Bases may request waivers of any task outlined in the AFJQS not performed on an installation or within specific duty locations. Requests for waivers must be in formal letter format. Approval authority for each waiver is the MAJCOM 3A0X1 FM and must be routed through the base 3A FM. File a copy of an approved waiver in the individual's training record. Upon reassignment to a location that performs the waived tasks, individuals will be trained and certified on the applicable tasks.

4. Operational Experience: In addition to completing IQT and MQT specific training requirements, a minimum of six months experience in the assigned crew position is required prior to scheduling the standardized evaluation, reference **paragraph 5.1.** Operational experience begins upon entry into the crew position as documented in the appointment letter.

5. Evaluation: Trainees will perform an evaluation measuring their ability to carry out assigned duties after completing the following requirements: All IQT and MQT specific training in the CFETP and AFJQS, attendance in the Formal WM Course, a minimum of six months operational experience in the current crew position, and successful completion of the WM Knowledge Based Test.

5.1. Standardized Evaluation: The evaluation will be a comprehensive "over-the-shoulder" evaluation measuring the trainee's ability to perform WM tasks.

5.1.1. The Command WMPM office, HQ AFMC/CSO/ITOL, will publish and make available a Core WM Standardized Evaluation Tasks document. Base WMPMs will waive items not performed and add items specific to their duty location.

5.1.2. The WMPM or task certifiers authorized by the WMPM, will use the evaluation to measure the trainee's ability to perform assigned WM duties. The trainee must perform a 25 percent randomized evaluation of position-specific tasks unassisted. Tasks are assessed as either "Satisfactory" or "Unsatisfactory." Tasks assessed as "Unsatisfactory" result in an unsuccessful evaluation and must be re-evaluated, on failed tasks, after remedial training. Upon successful completion of the evaluation, the trainee is ready for certification.

6. Position Certification/Decertification: Supervisors will submit certification requests to the base WMPM or the base 3A0X1 FM when a WMPM is not assigned. The NCC will ensure the WM has appropriate administrative rights to perform assigned duties.

6.1. Certification: Upon completion of all training requirements, the WMPM will review WM certification requests to ensure all requirements were accomplished. When all requirements are met, the WMPM will generate a position certificate using AF Form 1256, **Certificate of Training**, and AFMC WM Certification Card and will sign the block authenticating certification completion. Position certif-

icates are then sent to the base communications squadron commander for approval/signature. Each base WMPM will maintain and publish a list of certified network professionals for each unit.

6.1.1. Time Limits: Every WM should complete certification requirements in a timely manner. Trainees, who are not in career field upgrade training, will complete certification requirements within a 12-month period starting from the date of appointment. Time limits for trainees in upgrade training will be determined by the base 3A FM and supervisor, but should not exceed 24 months.

6.1.2. Time Limit Extensions: The base 3A FM will authorize certification time limit extensions or delegate this to the base WMPM. The trainee's supervisor must request time extension prior to the original final certification date and provide justification for the extension.

6.2. Decertification: Failure to maintain task proficiency or certification on a task will result in loss of position certification and network privileges. Supervisors will determine when the individual requires additional training for unsatisfactory performance of a task or reassignment of duties.

6.3. Recertification: The recertification process ensures WMs maintain proficiency in current work-related technologies and sustain certification reliability. Recertification procedures are for WMs who have been awarded a WM certification in place, or from another location, and for WMs who have been decertified in accordance with paragraph **6.2.**

6.3.1. Annual Recertification: Recertify WMs in an appointed workgroup management position annually. Recertifying WMs will be accomplished using the standardized evaluation in paragraph **5.1.** WMs failing recertification will be decertified and re-evaluated per paragraphs **6.2.** and **6.3.**

6.3.2. Task Specific Failure Recertification: WMs failing certification on a required task or on a local specified task must be reevaluated. The supervisor, trainer and evaluator must work together to investigate the cause of all unsuccessful evaluations and take corrective action accordingly. Upon task retraining and task recertification a reevaluation is required. The re-evaluation will include all tasks rated "unsatisfactory" in the previous evaluation. Supervisors will determine if continued unsatisfactory performance warrants remedial training.

7. WM Training and Certification Reporting Data. Base WMPMs will provide status of quarterly and annual training reports to the MAJCOM WMPM. Quarterly reports are due no later than the last day of the last month of each quarter. The annual report is due the end of the second week of January. Base WMPMs will e-mail data using the worksheet provided by the MAJCOM WMPM.

8. Contractors: This process does not apply to contractor-operated positions. Contractors who provide professional network services (all crew positions) to the Air Force are not bound by the requirements in paragraph **1.**, unless specifically stated within the contractual agreement. Contractors are required to ensure individuals maintain up-to-date certification and compliance with base-specific requirements in accordance with their statement of work. Again, base FMs must review statement of work to ensure 3As are properly utilized and are provided the appropriate training opportunities.

KENNETH I. PERCELL, SES, Director
Information Technology

Attachment 1

AFMC WORKGROUP MANAGER'S TRAINING BLOCKS

Course Title	**Duration**
Name	**(Hours)**

 Block I - Information Technology Core Concepts

Technical Support: Safety and Preventive Maintenance	3
Information Assurance: System Administrators	5
Information Assurance: Information Condition (INFOCON)	.5
CBT TOTAL	8.5

Block II - Internetworking Essentials

Internetworking Essentials: Protocol Layers and the OSI Model	5
Internetworking Essentials: Introduction to Common Networking Protocols	5
DMS End Users (**https://www.afca.scott.af.mil/dms/user_view.cfm**)	1
CBT TOTAL	11
AF Workgroup Management Format Course	40

WM POSITION SPECIFIC TRAINING

 Block III Microsoft Office 2000, Web Publishing and AF Applications

Microsoft Office 2000: Beginning Word	5
Microsoft Office 2000: Intermediate Word	4
**Microsoft Office 2000: Advanced Word	4
Microsoft Office 2000: Beginning Excel	4
Microsoft Office 2000: Intermediate Excel	5
**Microsoft Office 2000: Advanced Excel	3
Microsoft Office 2000: Beginning Access	4
Microsoft Office 2000: Intermediate Access	4
**Microsoft Office 2000: Advanced Access	4
Microsoft Office 2000: Basic PowerPoint	4
**Microsoft Office 2000: Advanced PowerPoint	4
Microsoft Office 2000: Basic Outlook	4
**Microsoft Office 2000: Advanced Outlook	4
Web Authoring and Publishing: HTML Documents	3
Web Authoring and Publishing: Web Site Presentation	4
Web Authoring and Publishing: Building Fill-in Forms	4
Current Electronic Forms Training CBT	
CBT TOTAL	45/**64

**(For Upgrade to 7-Skill Level Only)

Attachment 2

SAMPLE MEMORANDUM FOR APPOINTMENT OF WORKGROUP MANAGER

MEMORANDUM FOR (Base Workgroup Management Program Manager's Office)

FROM: (Unit Commander)

SUBJECT: Appointment of Workgroup Manager(s)

1. The following individual(s) are appointed as Workgroup Manager(s) for (Unit)/(List all office symbols WMs will manage).

POSITION   NAME   RANK   OFFICE SYM. PHONE AFSC

Primary (Mandatory)

Alternate (Mandatory)

2. The individual(s) will begin the position certification process as outlined in:

AFI 33-115V2, *Licensing Network Users and Certifying Network Professionals*

AFJQS 3A0X1-225D

AFMC Workgroup Manager Network Professional Certification Policy

3. Appointees have 12 months, 24 months for those in upgrade training, from the date of this memorandum to complete requirements and obtain initial WM certification. Supervisors will submit requests to issue position certificates to the Network Training Center when the trainee has completed all certification requirements.

4. This appointment remains in place until superseded, rescinded, or replaced.

Attachment 3

WORKGROUP MANAGER CERTIFICATION PATH

Track 1. Appointment

Letter of appointment by unit commander

Track 2. Initial Qualification Training (IQT)

Supervisor initiates CFETP and AFJQS training requirements

Trainee completes CBTs WM Course prerequisites (determined by base NTC)

Trainee attends WM Formal Course

Trainee complete remainder of CBTs on WM JQS/CBT Training Track

Track 3. Mission Qualification Training (MQT)

Trainee successfully completes Knowledge Based Test

Completes Base Workgroup Management Program Manager Shadow Training Program – Based on individual/organizational needs/requirements

Task Certifier ensures required training items are completed in CFETP and AFJQS

Minimum 6 months work experience from date of appointment letter

Supervisor ensures CFETP and AFJQS are completed

Supervisor request WM standardized evaluation by the Network Control Center (NCC) or base FM or WMPM. They may utilize a team of certified WMs to administer the standardized evaluation.

Trainee must successfully complete WM standardized evaluation

Track 4. Award of Certificate & Certification Card

NTC WM Certifier signs and forwards certificate and certification card to the Communications Squadron Commander for Approval Authority for signature

Certificate is maintained in individual's training record

Certification Card is presented at the next quarterly 3A0X1 meeting or other appropriate opportunity

                              Commanders Name, Rank, USAF

                              Duty Title

cc:

(Appointee)

(Appointee's Supervisor)

(Base NCC)

(Base WMPM)

Attachment 4

AFMC WM CERTIFICATION CARD

Figure A4.1. (Added) WM Certification Card

AFMC WM Certification Card

Air Force Materiel Command
Certified Workgroup Manager

MSgt Lancaster Ladore
WM ID: HQAFMC000001
Issue Date: 1 Sep 03

KENNETH I. PERCELL
DIRECTOR
INFORMATION TECHNOLOGY

SAMPLE

AFMC WM Certification Card (Reverse)

Air Force Materiel Command Workgroup Manager
Certification Requirements

• Career Field Education & Training Plan (CFETP)
• Air Force Workgroup Management Job Qualification Standard
• Workgroup Management Computer Based Training (CBT) Training Track
• Air Force Formal Workgroup Management Training Course
• Workgroup Management Knowledge-Based Test
• Local (Base/Unit) Training Requirements
• Air Force Computer/Network Security Training
• Workgroup Management Standardized Evaluations
• Supervisor and Workgroup Management Program Manager (WMPM) Recommendation
• Designated Approving Authority Approval